

SFA U. Proposed Organization Structure: Functions & Responsibilities

Internal SFA Services

Results:

- Channel/Unit learning needs are well understood by SFA U
- Channel/Units are very satisfied with SFA U responsiveness
- SFA U Learning Consultants have strong working relationships with Channel/Unit Learning Coordinators

Internal SFA Services (Learning Consultant)

- Align to one Channel/Unit to serve as a 'client relationship consultant'
- Act as a 'team' of learning consultants by actively sharing experiences and information
- Maintain and develop ongoing working relationships with staff from Channel/Unit and COTRs to proactively determine learning needs (point-of-need and yearly curriculum)
- Possess customer insight by gathering knowledge about the 'customer' and refining the next interaction with the customer
- Possess Channel/Unit business environment knowledge to understand to what and how the organization unit can evolve
- Work with the Channels/Units to identify learning needs of Channel/Unit and Contractor support staff
- Recommend learning approaches/solutions and mobilize appropriate team to address Channel/Unit learning requirements
- Ensure Learning Suppliers understands and fulfills Channels/Units learning needs
- Coordinate with Learning Suppliers to obtain a vendor/contractor to meet the learning need of Channel/Unit staff
- Communicate with SFA Development to relay SFA-Wide learning needs
- Gather feedback on program (learning products/services) quality and satisfaction and communicate to appropriate SFA University manager
- Participate in Employee Development Team to identify learning needs of individuals, teams and SFA
- Participate in the Curriculum Development Team to formulate the Channel/Unit curriculum
- Provide feedback to Finance and Communications on success of enterprise funding functions (when Enterprise Model operational)